



06/08/01

## PATENT

Attorney Docket No. EHELP.004A

Date: June 6, 2001

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JC872 U.S. PRO  
09/876788

06/06/01

## ASSISTANT COMMISSIONER FOR PATENTS

WASHINGTON, D.C. 20231

ATTENTION: BOX PATENT APPLICATION

Sir:

Transmitted herewith for filing is the patent application of

Inventor(s): **Ron Linyard, Arlyn Asch, Jonas Salling, Brian C. Sparks, Arie Trouw and Mark Wineman**For: **METHOD AND SYSTEM FOR PROVIDING ELECTRONIC USER ASSISTANCE**

Enclosed are:

(X) 14 sheet(s) of drawing.

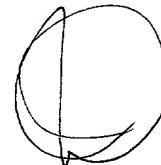
(X) Return prepaid postcard.

## CLAIMS AS FILED

FOR	NUMBER FILED	NUMBER EXTRA	RATE	FEE
Basic Fee			\$710	\$710
Total Claims	32 - 20 =	12 ×	\$18	\$216
Independent Claims	9 - 3 =	6 ×	\$80	\$480
If application contains any multiple dependent claims(s), then add			\$270	\$

**FILING FEE TO BE PAID \$1,406.00  
AT A LATER DATE**

(X) Please use Customer No. 20,995 for the correspondence address.



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10/90/90  
JULY 1996 U.S. PTO

David K. Wiggins  
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Assistant Commissioner for Patents  
Washington, D.C. 20231

## CERTIFICATE OF MAILING BY "EXPRESS MAIL"

**Attorney Docket No.** : EHELP.004A  
**Applicant(s)** : Linyard et al.  
**For** : METHOD AND SYSTEM FOR PROVIDING  
ELECTRONIC USER ASSISTANCE  
**Attorney** : John M. Carson  
**"Express Mail"**  
**Mailing Label No.** : EL 842759448 US  
**Date of Deposit** : June 6, 2001

I hereby certify that the accompanying

Transmittal in Duplicate; Specification in 35 pages; 14 sheets of drawings; and Return  
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are being deposited with the United States Postal Service "Express Mail Post Office to Addressee"  
service under 37 CFR 1.10 on the date indicated above and are addressed to the Assistant Commissioner  
for Patents, Washington, D.C. 20231.



Carol Macarty